AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract Number	Page of Pages	
POTO-2004-R-0028	1	1

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
A001	8/20/2004		Ticket Procedssing System

6. Issued By: Code

Office of Conracting and Procurement
Office of the Chief Technology Officer
441 4th Street, NW, Suite 930S
Washington, DC 20001

7. Administered By (If other than line 6)

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)

Code Facility

(X)	
	9A. Amendment of Solicitation No. POTO-2004-R-0028
	9B. Dated (See Item 11) 8/4/2004
	10A. Modification of Contract/Order No.
	10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

[X] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [ ] is extended. [X] is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 6 copies of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS,
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

(X)	A. This change order is issued pursuant to: (Specify Authority) The changes set forth in Item 14 are made in the contract/order no. in item 10A.
	B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.
	C. This supplemental agreement is entered into pursuant to authority of:
	D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)

SEE ATTACHED

Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect

15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer Bruce Witty	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 8/20/2004

Pre-Bid Conference		SOL POTO-2004-R-0028-(Sol (1)	August 12, 2004
Availability	1	Application access – availability	24/7 – web presence.
	2	Can the system ever be unavailable during the operational hours.	NO. NEVER. There will be a window of maintenance available. Can be co-coordinated.
Data & Database	3	What database the current system is on?	N/A. Current data will be provided in a flat file that you must load into your database.
	4	What OS is the DB running on?	N/A. Recommend OS for your product.
	5	How many different instances of DB will application be running on?	N/A.
	6	Migration required?	You will receive a flat file that you will load into your database.
	7	Will the database schemas be provided for the databases that are required to be converted?	N/A. We are expecting you to provide a data model, database and provide a schema of your own database that is in operation.
	8	Will there be access to any database support personnel who understand the legacy data?	You will be provided the flat file of legacy data that will be imported in your new database. We will provide DBA resource to help you implement the legacy data into your system.
	9	What data is currently archived? Ever?	None currently. Your application must provide archiving capability with online viewing of data. Data can be archived weekly or monthly.
	10	Preference SQL or Oracle as the DB?	No – We will work with what works best for your system. Industry Standard -- You tell us what is the best OS/DB for your system. If it is a COTS system then you already have the answer. What you build your system on, we will support.
	11	Is the new system expected to support file formats other than TIFF?	No. Tiff is acceptable.
Documentation	12	Ticket system functionalities design available to vendors?	No. We assume that you already have the knowledge of ticketing system and that you have developed/implemented such a system. Therefore you should already have the business flows and functionalities (from your existing system)
	13	Do you have detailed business requirements?	No. We assume you know the ticket processing system and you have basic process flow.

Pre-Bid Conference		SOL POTO-2004-R-0028-(Sol (1)	August 12, 2004
DR System Redundancy	14	What are your expectation for System redundancy? What disaster recoveries, how many tape drives etc.	We are only asking for the application system. The District will provide the infrastructure. We are not asking for Disaster recovery Plan. But the system must have failover. This means that in your Hardware specifications, you will provide redundancy for maximum availability.
	15	What current disaster recovery mechanism do you have in place? What is the planned/required disaster recovery strategy for the new ticket system?	Disaster recovery will be provided by the District; again, the HW specifications you provide must include support for redundancy.
	16	What are the tape backup requirements? How often are full and incremental backups required?	Daily backups are provided by the District.
Functionality	17	Eligibility for booting - solicitation requests ability to create variable requirements: (a) type of infraction (b) number of violations © yes/no to program fleet. Are there any other variables that need to be included?	We have included the ones that we think that are necessary. We will attach addendum as required.
	18	Notice Types, please describe each.	No – We are asking for a ticketing system. We assume that the proposed system already has certain level of reporting capability. We will require that the reports meet the existing DC standards. The proposed system must also be flexible enough to accommodate the legislative changes (that may occur) in DC. Regarding consolidating notices: You will provide the business rules that kick off a notice but you will not do consolidation and fullfillment of noticing. Consolidated noticing is separate solicitation. So is fulfillment services.
	19	What format is the current ticket issued in?	N/A. You will provide a specific format – and be flexible to change with the laws of DC and to provide multiple types of tickets for one vehicle. Manually written ticket needs to be imaged. Tickets from wireless devices go directly into the system.
	20	How many different types of notices issued?	We have provided you a list of current notices. Others may be added, so the application should have the flexibility of easily adding notices.
	21	How many notices (tickets?) can be issued per violation.	Tickets: depends on the law. Currently three.
	22	If the District planning on implementing any business process changes?	The application will support the District requirements. The District will consider some business process changes to match your application.

HW/SW	23	Provide Hardware/software for the system to run on.	No. We have provided you the standards. Cannot be Apple based system. You must provide the hardware/software, which conforms the district standards. Provide configuration for hardware required to run your system given the statistics we have provided. You may give us a price for your hardware, as an option. You will be held accountable that the system runs well on the HW you defined.
	24	Has a specific portal server been identified?	Current standards have been identified. We are flexible – we expect someone to do something current. We are open.
	25	Will the computer HW be acquired separately?	Hardware will be purchased based on cost. You can provide a quote. The District reserves the right to purchase hardware separately.
	26	Can the District provide a list of hardware/software that is requested for the ticketing application to run on?	The bidder must recommend hardware and provide software for the application.
Integration	27	For the required interfaces to 3rd-party provided systems, who assumes costs for the interface development, testing, and communications that will be incurred by the 3rd-party provider?	You will not develop, but must test data transfer between your application and another application.. You must hand off, receive, and verify data.
	28	Who are the third party providers all of the third-party systems?	N/A. You are not providing the third party interfaces. Another group will provide the services and interfaces. Not in scope.
	29	Separate payment module required for this system?	Yes but not part of this solicitation.
	30	Interface with External payment gateways required?	You will send information to Consolidated Payment, which interfaces with external payment gateways, and you will receive a response.
	31	How will vendor access all the external interfaces?	System will be in-house, staged and tested in-house.
	32	Can the District provide an overall description/requirements of how solicitation 1 will need to interface into/with the other 8 solicitations that are being developed for the DMV?	Overall description is provided in section C.2. Interfaces require sending data, receiving data, and testing that correct data is being transferred. Other than this, system Integration is not part of this solicitation.
	33	How will 3rd party software be procured?	To be determined by OCP.

Pre-Bid Conference		SOL POTO-2004-R-0028-(Sol (1)	August 12, 2004
Numbers	34	How many users/Seats will use this system -- in office? Remote, i.e., handheld units and in-vehicle units?	This is not a COTS package. This system will be an in-house system. There are approximately 500 users; this number could double. Limitation of users is a factor of infrastructure which is provided by the District.
	35	How many individual district sites require access.	Since access is via the web, this is not an issue.
	36	How many CSR's (Customer service Reps) or staff individuals will be accessing the violation processing center.	N/A – Currently 500 + staff but application should allow for much larger number; we are not buying software seat licenses.
	37	What is the size of the average incoming transaction?	Do not know. District infrastructure can handle large amount of transaction sizes. District will provide the necessary bandwidth for the amount of transactions required.
	38	How many individuals access the system remotely? Current and projected by year.	N/A. Again, web-enabled. Should not be a limiting factor. At least 500 but need to be able to handle twice that.
	39	Where are the # of handhelds identified?	Number of handhelds not a factor for this solicitation; handheld is a separate solicitation.
Other	40	You mention "future needs" for Homeland Security. What do you project these needs to be?	Not in this Solicitation.
	41	Scalability requirements for next 3 years.	You will provide HW configurations, which will have growth potential. This is a hardware issue -- we expect you to provide scalable hardware configuration.
	42	Overall overview of what needs to be included in the system, i.e. provide what type of interfaces etc?	We will not ask you do system integration. Your system will be handed data and you will hand off data to the interfaces. Parameters for these will be dependent on your system as well as the interfaces.
	43	What is expectations for training materials, number of participants, and number of venues? Time scheduled for each user.	Systems vary based on ease. You will include the necessary training requirement for YOUR system. You have to know your system and know the complexity of YOUR system. Devise a testing plan accordingly,
Reports	44	What is the estimated number of reports that are to be developed in Business Objects.	New reports and notices will be developed using Business Objects. You do not have to convert any that are standard reports in your system.
	45	Is Business Objects integrated with the MSMP system.	Business Objects Universe comprises tables from the DMV database. Business Objects is a reporting tool used by the District.
	46	What are the security requirements for the Business Objects reports. Is the access and authentication requirement to be integrated with the MSMP application.	No security requirements. Not integrated with MSMP.
	47	Is there any requirement for visual reporting list Digital Cockpit/ Dashboard/ Graphs/ Charts ?	No.

Pre-Bid Conference		SOL POTO-2004-R-0028-(Sol (1)	August 12, 2004
Response time	**48**	Averaged response time 2.5 seconds? What is the expected load condition for 2.5 sec response time.	Not for online reports or large queries; response time of 2.5 seconds or better is required on all other transactions. Indicate the load your application can handle.
	49	What is the response time requirement for the handheld device?	Response time on the handheld is 2.5 seconds.
Scheduling	**50**	Enforcement officer management: is the application to provide and retrieve data only, or is it to create schedules?	For adjudication, scheduling is required for hearings and for police that must be present for moving violation hearings.
	51	Will the calendar function be used for user scheduling at the District's offices?	Yes. Hearings for plaintiffs and police officers.
	52	Scheduled capabilities defined?	Yes. Hearings for plaintiffs and police officers.
	53	MS Outlook calendar a requirement?	NO. It is the standard that City is using. Bidder can provide an alternative solution which we will evaluate. If your solution matches all the required functionalities, it will be acceptable.
Solicitation	**54**	You mention 9 separate solicitations. (a) How committed is the District to issuing all 9? (b) What is the projected time frame for issuing all 9? © You want a fully integrated, holistic system - why 9 separate solicitations?	Cannot give dates at this point. Although, some companies have more than one core competency, most do not. We want each solicitation to focus on the specific type of business required to provide the system or service needed. However, you may bid on one or more solicitations.
	55	Legal status of offeror and standards of responsibility -- where do you want this information in the organization of the solicitation?	Shall be submitted in Section K or as an attachment to offer.
	56	DC will accept questions till August 21st? By Law	Yes. You are correct
	57	When will the addendum and QA be released?	Monday or Tuesday.
	58	Will the facility solution for inspection station --- be a separate solicitation?	This is out of scope of this solicitation.
	59	Will amendments include copy sign-in sheet?	Yes.
	60	Is an electronic copy of the MS PowerPoint presentation available for the offerors?	Yes. A copy of the PowerPoint presentation is included as part of Amendment A001.
	61	Will LSDBE get preference points?	No. This is a GSA procurement with GSA terms and conditions.

Pre-Bid Conference		SOL POTO-2004-R-0028-(Sol (1)	August 12, 2004
Standards	62	Is bidder required to conform to District standards?	This is desirable. Anything non-standard will be looked at in terms of usability, cost of support for non-standard HW/SW, etc.
	63	Encryption standards?	SSL --- Secure Socket Layer.
	64	Interface standards?	Out of scope of the solicitation.
	65	Is it a requirement that MS technology be used only?	NO – work with our standards. We have Unix, Sun, Mainframe, HP, MS, DB2, Oracle, Power builder, SQL. NO APPLE. Before considering, we will look at cost and ease of implementation.
Time	66	Can the district include the key dates and what is supposed to be accomplished at each milestone?	You should submit it. We assume that you know how to best implement YOUR system. We require a timeline from you on how you will implement this system with the required time frame – including QC/QA. If you don't feel it can be done, provide a date and we will consider this in conjunction with impact on the District of a change in implementation date.
	67	Will you consider request for extension?	NO. We will not consider an extension the due date for bidder response to this solicitation.
	68	Eight months of implementation prior to a May 1, 2005 due date puts the start date at September 1, 2004. Has this schedule been revised to allow District time for consideration, demonstrations, and negotiations?	Yes. Start date + Development + Implementation + operational period + stabilization period. We may push out implementation (if needed), which will effect the stabilization. The time to implement and the stabilization will include 12 months. If the implementation time increase, the stabilization time will decrease to maintain the 12 month contract period.
	69	When do you project One Done to be implemented for one decal and one registration at one location.	Not in scope of this solicitation.
	70	Can the District include details of key dates and what is to be accomplished at each milestone?	You are to provide the milestones and dates -- what you can accomplish, when.
	71	Is 5/1/2005 cutover date?	Yes. That is our target date.

Pre-Bid Conference		SOL POTO-2004-R-0028-(Sol (1)	August 12, 2004
Web	**72**	Website—will the contractor host and provide support the website.	No. The District will host. MSMP is a fully integrated web-based system that will run in-house, including the web portal for citizens.
	73	Does the solution include Web services implementations? If yes, what is the recommended technology (.NET?). Is this just web services exposure or web services consumption as well?	There is no preference for any particular technology. We will consider all of current industry standards such as Java, Javascript, J2EE, .NET, C#, ASPX etc. Solicitation includes web.
	74	The web application development platform is ASP and COM+. Is .NET an accepted alternative platform for better scalability and robustness.	NET is acceptable with C#, VB, JavaScript, and/or other object oriented programming languages.

Pre-Bid Conference

Motorist Services Modernization Program – Ticket Processing

Solicitation

POTO-2004-R-0028-Solicitations (Sol) (1)

District of Columbia
Office of Contracts and Procurement
441 4th Street NW, Judiciary Square
Suite 700 S

August 12, 2004

‘OneDone’ Vision

- Unique opportunity to leverage state/local functions
- Citizen ability to complete any vehicle-related transaction in one visit/try
- DMV, MPD, DPW, DDOT, OTR, OCFO functions integrated for seamless customer service
- Shared technology aligned with effective business processes

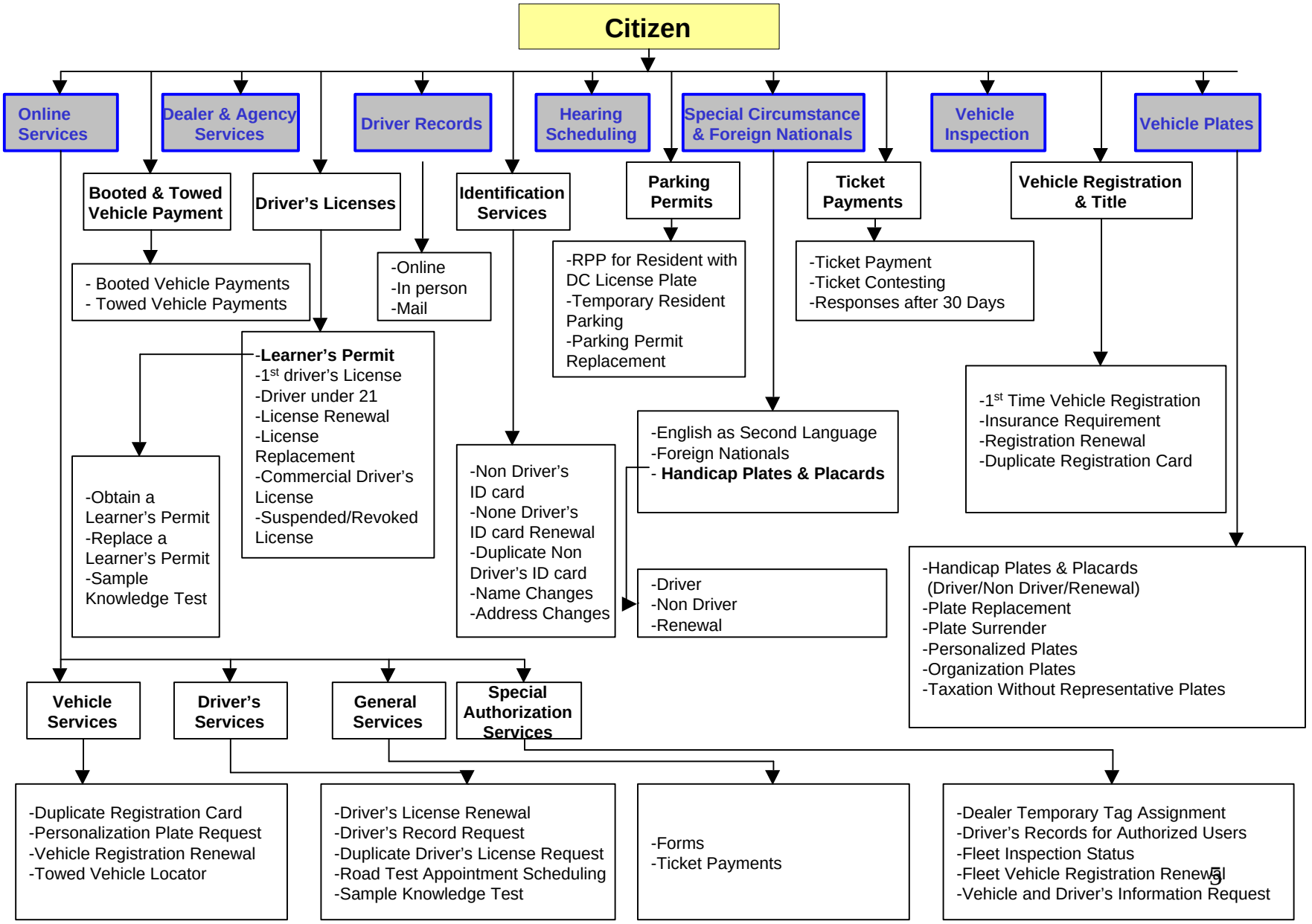
‘OneDone’ Services

- Synchronized vehicle registration with inspection date
  - One Notice, One Visit, One Sticker
- Consolidated driver/vehicle-related data
  - One Customer Record, One Notice
- Wireless communication
  - Meter Malfunction? Car Stolen?
- Real-time WALES, NCIC interface
  - Another State? Other violations?
- Consolidated payments
  - One Invoice, One Log-In, One Check
- Expanded On-line Services
  - Scanned Documents, Chat Adjudication

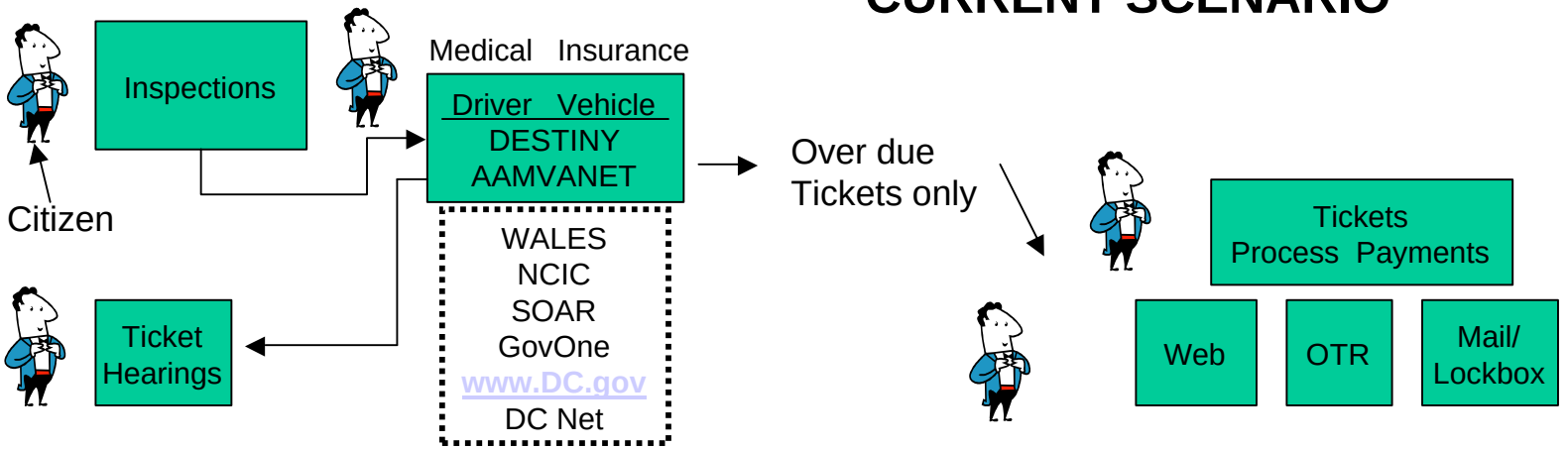
MSMP Functions/Services Involved

	Service	System
• Ticket Processing	--	X
• DESTINY Expansion	--	X
• Consolidated Payments	--	X
• Consolidated Notifications	--	X
• BackOffice Support	X	--
• RedLight/Radar Photo Camera	X	--
• Handheld/MDT/e-Parking Meters	X	--
• Mailing Services	X	--
• Collections	X	--
• Call Center	X	--
• Application Integration	X	--
• Application Maintenance	X	--

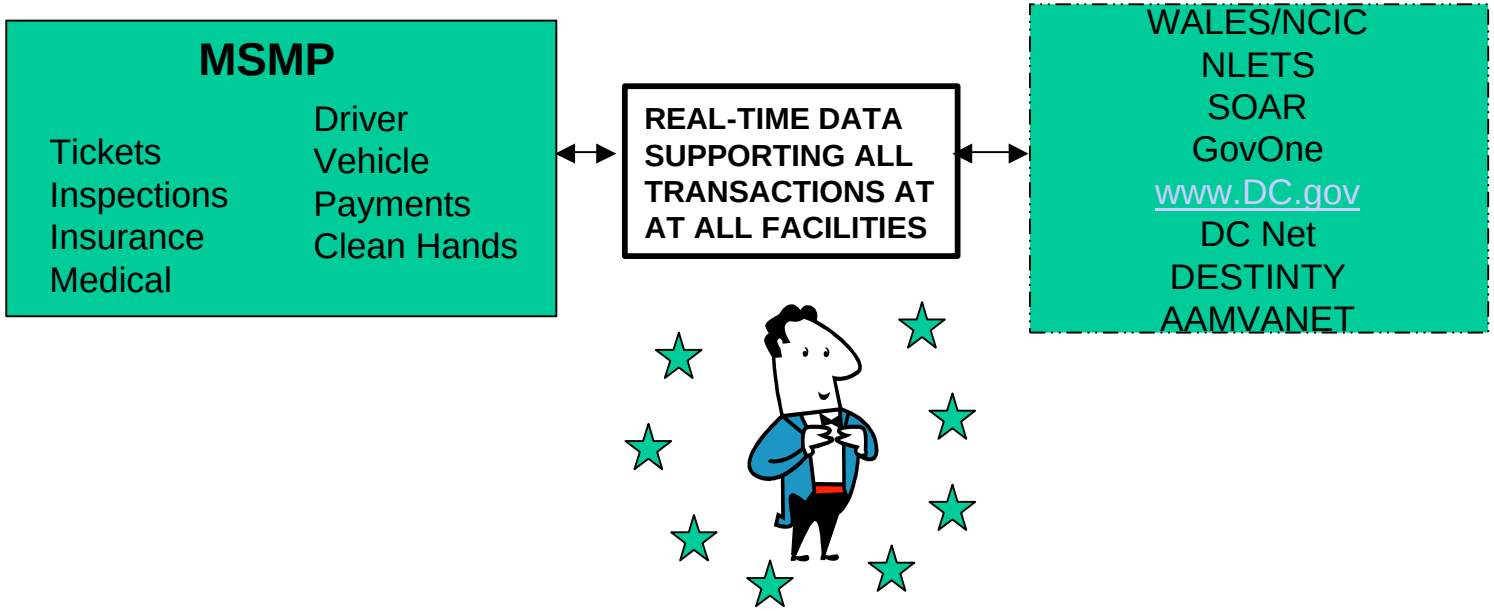
DMV SERVICES - AS IS



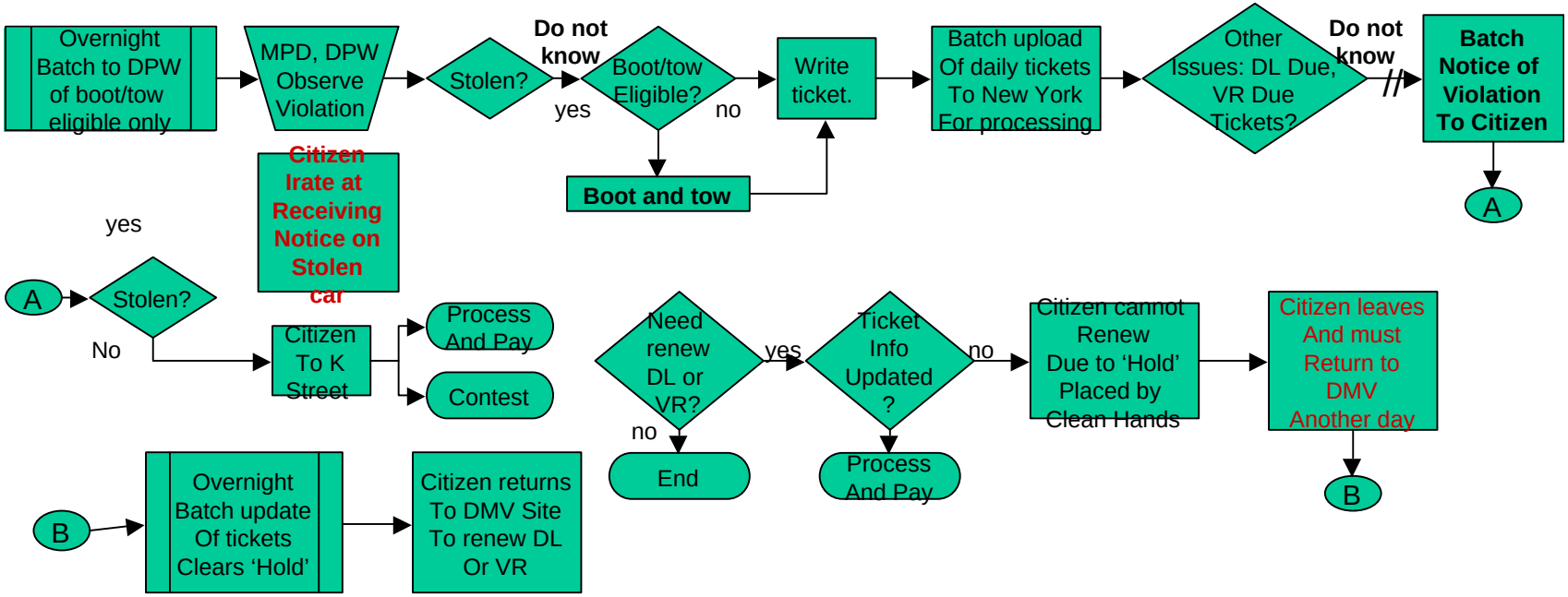
CURRENT SCENARIO



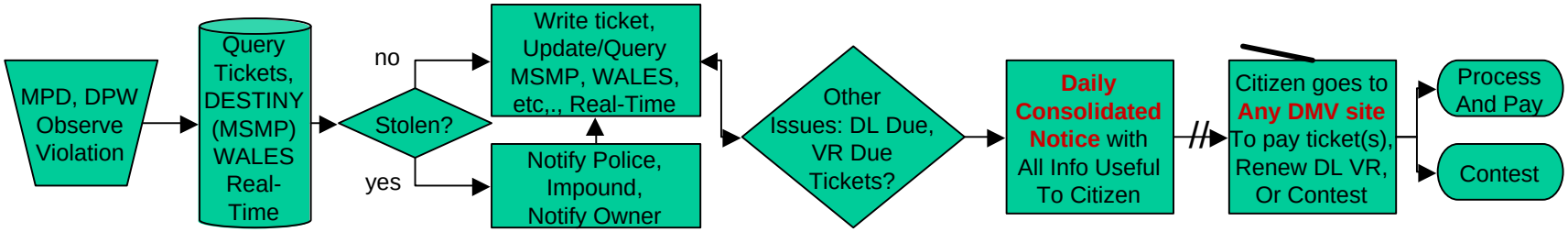
FUTURE SCENARIO

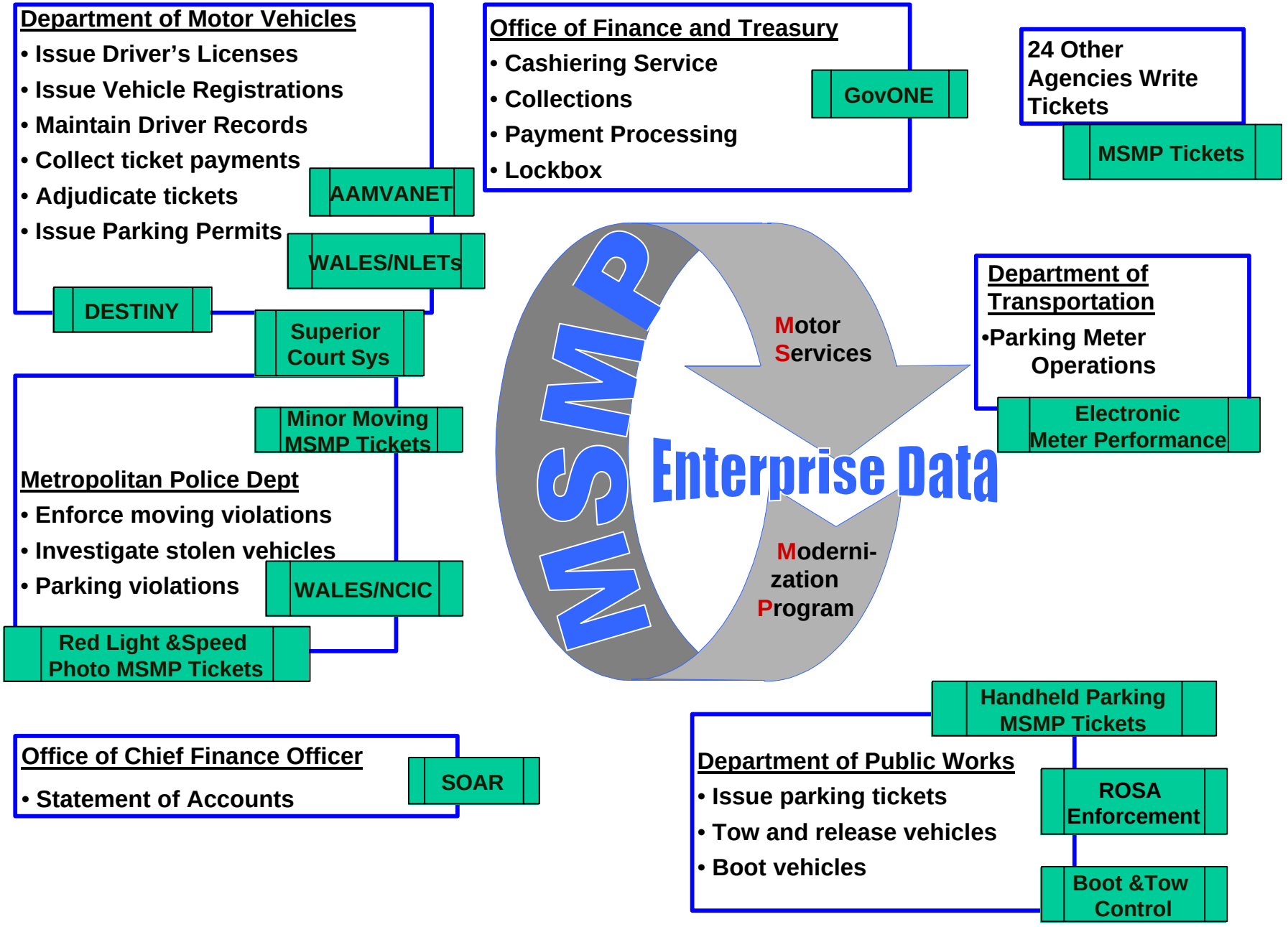


EXISTING SCENARIO

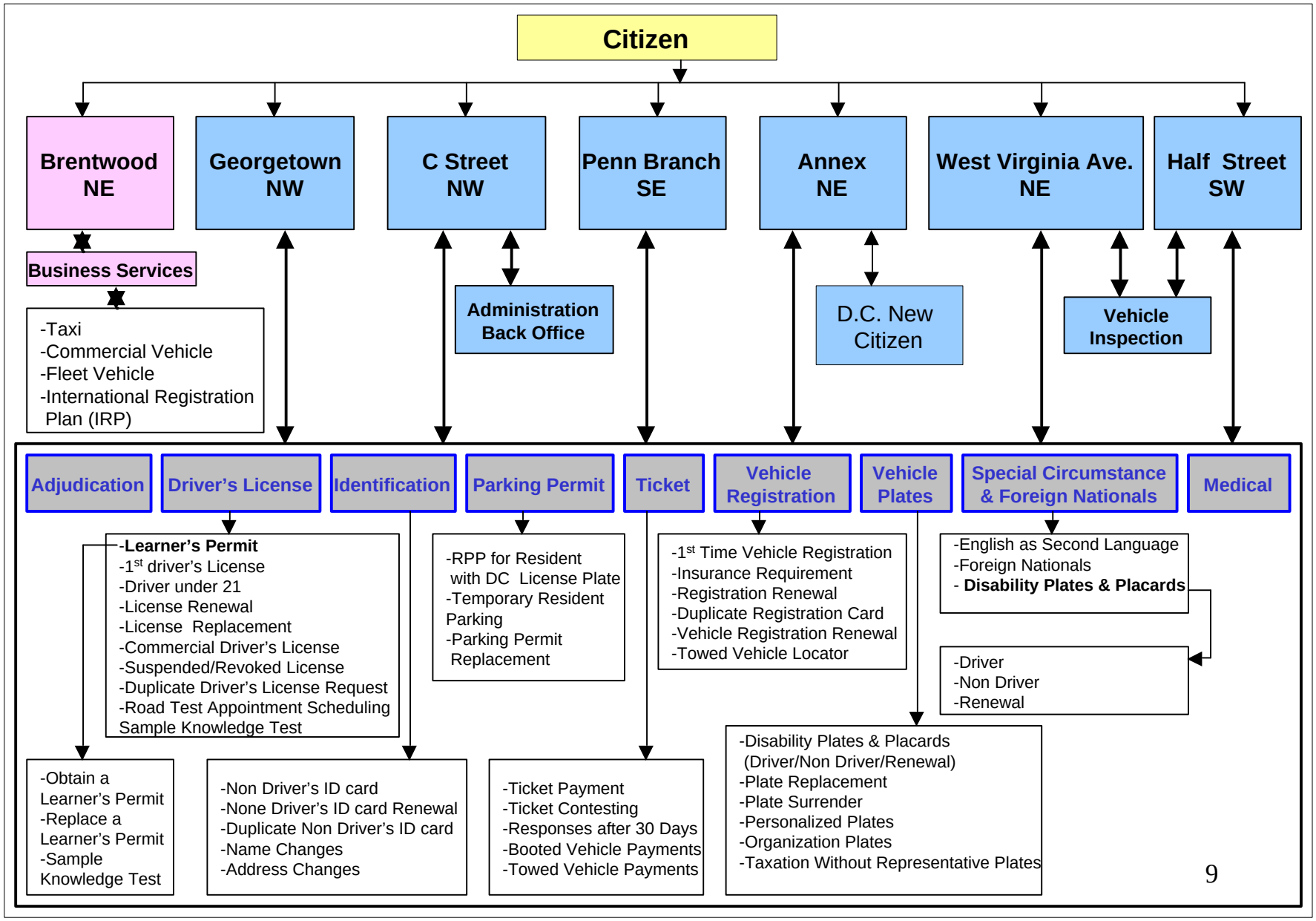


FUTURE 'ONE DONE' SCENARIO




Department of Motor Vehicles
• Issue Driver's Licenses
• Issue Vehicle Registrations
• Maintain Driver Records
• Collect ticket payments
• Adjudicate tickets
• Issue Parking Permits
AAMVANET
WALES/NLETs
DESTINY
Superior Court Sys
Minor Moving MSMP Tickets
Metropolitan Police Dept
• Enforce moving violations
• Investigate stolen vehicles
• Parking violations
WALES/NCIC
Red Light &Speed Photo MSMP Tickets
Office of Finance and Treasury
• Cashiering Service
• Collections
• Payment Processing
• Lockbox
GovONE
24 Other Agencies Write Tickets
MSMP Tickets
MSMP
Motor Services
Enterprise Data
Moderni-zation Program
Department of Transportation
•Parking Meter Operations
Electronic Meter Performance
Handheld Parking MSMP Tickets
Department of Public Works
• Issue parking tickets
• Tow and release vehicles
• Boot vehicles
ROSA Enforcement
Boot &Tow Control
Office of Chief Finance Officer
• Statement of Accounts
SOAR

DMV SERVICES – TO BE



Mr. Otto Driver
3456 A Street, SE
Washington, D.C. 20000

August 12, 2004

DMV Customer ID#: 19283746

RE: NOTICE OF VIOLATION

Ticket #	Date	Time	Location	Violation	Fine
123456789	08-04-2004	11:07 am	1000 Block Every St NW -S Side	Red Meter	$40.00

THE ABOVE INFRACTION WAS CITED TO THE FOLLOWING VEHICLE REGISTERED TO YOU:

DC Tag AA1111 1999 Ford Escort ZX2 Silver 2-door

You may pay or contest the ticket within thirty -days as instructed on the reverse of this notice, on-line, by phone or mail or at one of six full-service centers. After 30-days you are subject to additional fines and penalties.

New Ticket(s)

YOU ARE REMINDED OF THE FOLLOWING TICKETS PENDING ON YOUR VEHICLE(S):

DC Tag AA1111

234567891	05-05-2004	No Parking Anytime	$100	Suspended: pending mail adjudication
345678912	06-29-2004	Excessive Speed	$100	Sched Hearing: 9/2/2004 10:15 am

DC Tag BB2222

456789123	03-06-2004	Red Meter	$ 40	In Default: +$40 penalty and $5 fine

Past Ticket(s)

YOUR FORD ESCORT'S INSPECTION AND REGISTRATION EXPIRES ON OCTOBER 14, 2004.

You may visit either DC inspection station for your inspection and registration renewal. During your 2002 inspection it "passed with warning" for an inoperable marker light, which must be operable to pass inspection this time. In addition, any tickets issued earlier than 60-days before your arrival for inspection must be resolved. Hearing officers are available at the inspection stations should you desire a walk-in hearing. Should there be any change in your insurance coverage from Geico Policy # ABC98765, you must bring documentation.

Registration fees total $199.00 for your two-year renewal:
Registration: $144; Inspection: $25; RPP Zone 0 Sticker $30

Vehicle Registration

YOUR DRIVER'S LICENSE IS VALID AND IN EFFECT THROUGH MAY 26, 2008

Your driving record carries 2 points from a 12/31/2003 moving violation in Virginia, which will expire on 12/31/2004. If you receive no more pointable violations, you will receive one "good driver" point on 1/1/2005.

Driver Licens

SUMMARY AND PAYMENT:

Detach the payment slip below and submit with your payment.

You may make a single payment checking the box next to the items you wish to remit and enter the revised total. On-line Pre-payment of your inspection and registration fees will provide you a receipt for express line service.

Payments may be made over the internet or by phone with a Visa, MasterCard or Discover credit card. The District of Columbia Government does not accept American Express.

Checks or Money Orders should be made out to the DC Treasurer and mailed to:

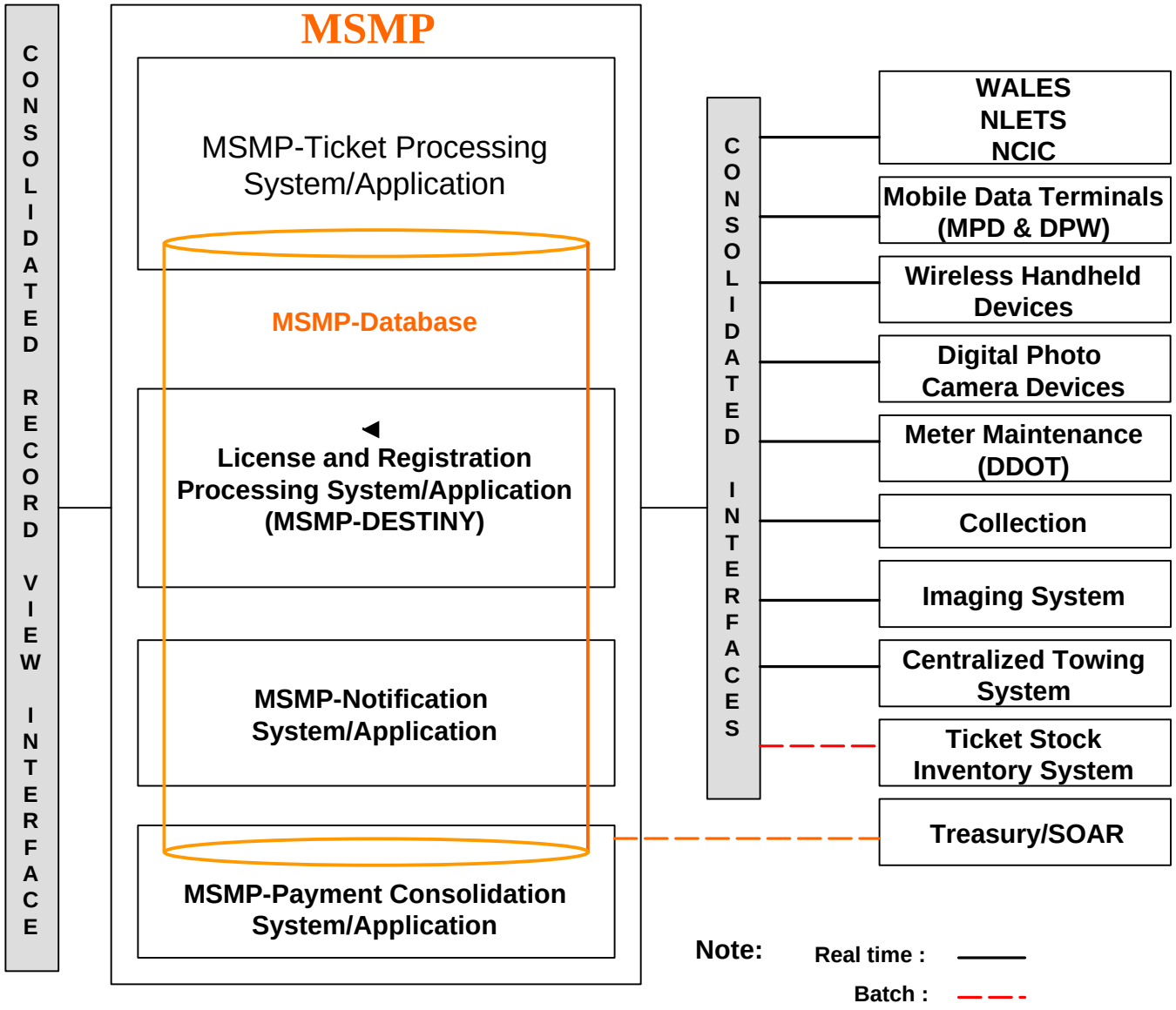
DMV Accounts Payable
9876 Bank Avenue, NE
Washington, DC. 20000

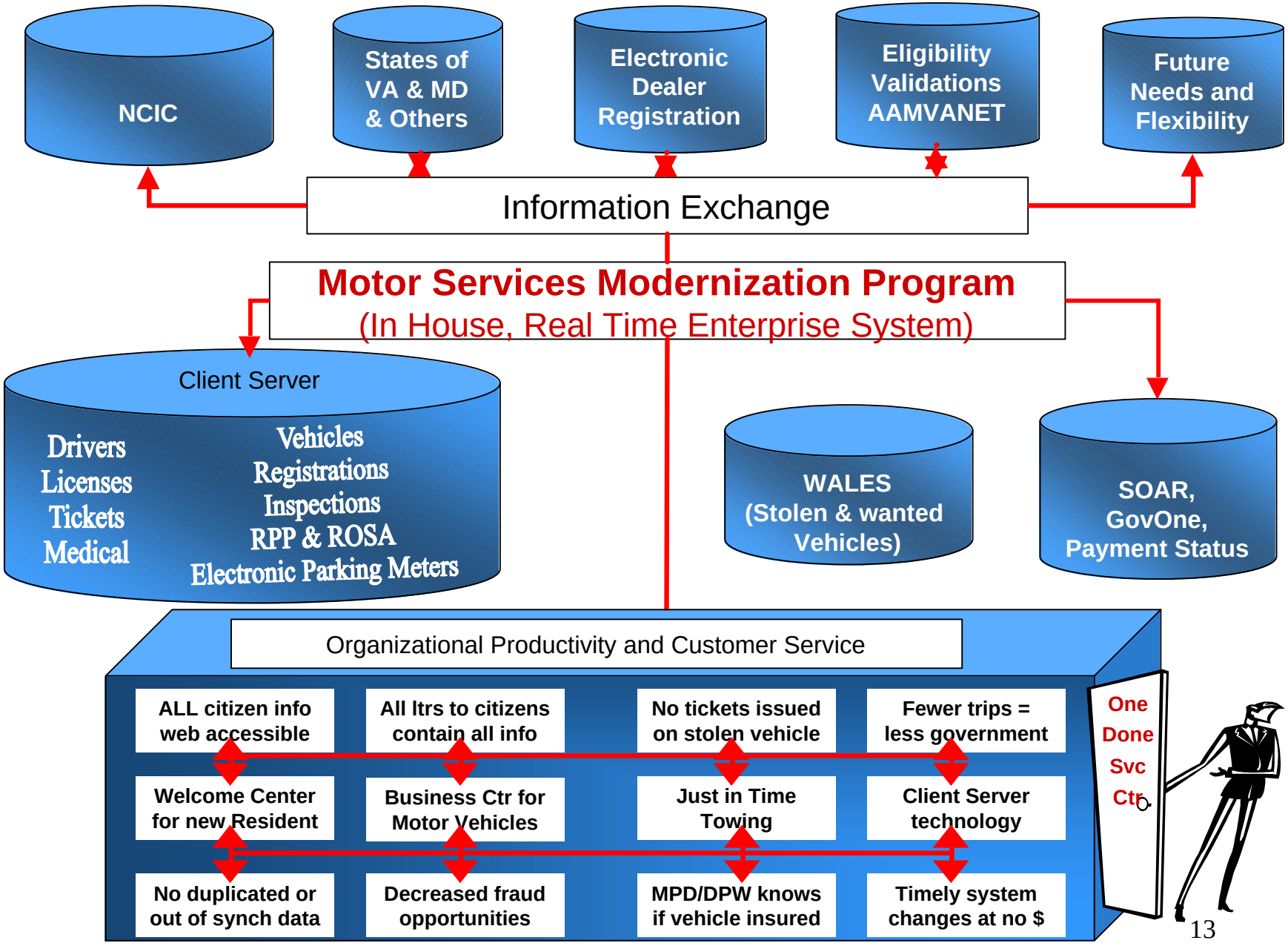
Cash, checks, money orders and credit cards are accepted at all six DMV Service locations during the hours listed on the reverse.

PAYMENT SLIP
DMV Customer Number: 19283746

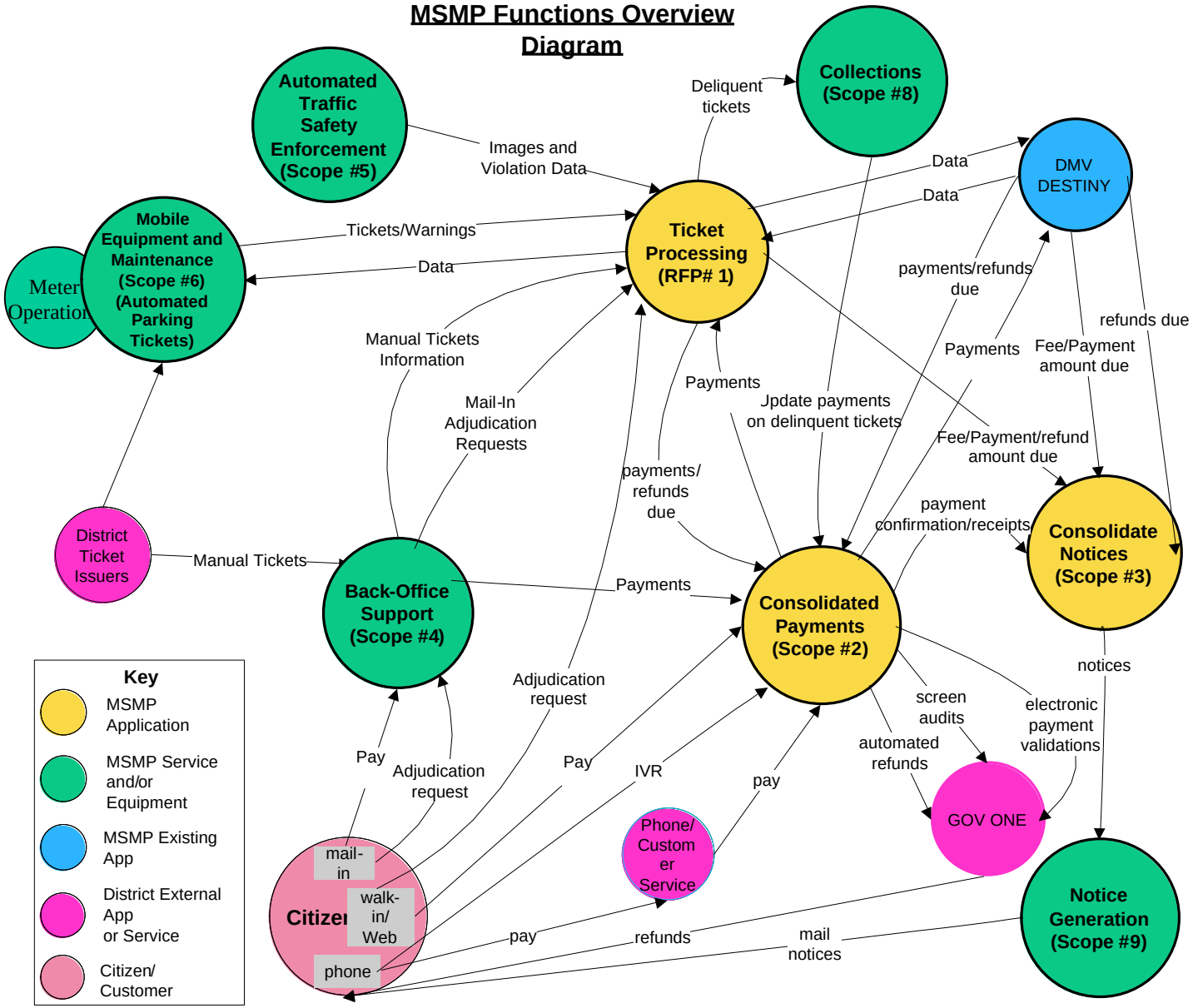
Item	Due Date	Amount	X (if paid)
Ticket 123456789	September 4, 2004	$ 40.00	
Ticket 234567891	Suspended	($ 100.00)	
Ticket 345678912	Suspended	($ 100.00)	
Ticket 456789123	March, 6 2004	$ 85.00	
2-year Inspection	October 14, 2004	$ 25.00	
2-year Registration	October 14, 2004	$ 144.00	
2-year RPP Sticker	October 14, 2004	$ 30.00	
		TOTAL $ 324.00	
		REVISED TOTAL $	

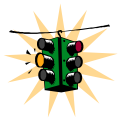
MSMP - Integration and Interfaces Diagram




NCIC
States of VA & MD & Others
Electronic Dealer Registration
Eligibility Validations AAMVANET
Future Needs and Flexibility
Information Exchange
Motor Services Modernization Program
(In House, Real Time Enterprise System)
Client Server
Drivers Licenses Tickets Medical
Vehicles Registrations Inspections RPP & ROSA Electronic Parking Meters
WALES (Stolen & wanted Vehicles)
SOAR, GovOne, Payment Status
Organizational Productivity and Customer Service
ALL citizen info web accessible
All ltrs to citizens contain all info
No tickets issued on stolen vehicle
Fewer trips = less government
Welcome Center for new Resident
Business Ctr for Motor Vehicles
Just in Time Towing
Client Server technology
No duplicated or out of synch data
Decreased fraud opportunities
MPD/DPW knows if vehicle insured
Timely system changes at no $
One Done Svc Ctr.

MSMP Functions Overview Diagram





SOL POTO-2004-R-0028
MSMP ONEDONE TICKET PROCESSING SYSTEM (SOL 1)
PRE-SOLICITATION CONFERENCE, THURSDAY, AUGUST 12, 2004, 10:00 A.M.
SIGN-IN SHEET

No.	Name	Company Name	Phone	Email
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